Technology Investment Council

State of Delaware
Technology Investment Council Meeting Minutes
December 13, 2016

Technology Investment Council Member Attendees

Name	Title Organization	Attendance	Represented by
James Collins Dover	Chief Information Officer Dept. of Technology & Information (DTI)	Present	
Mike Morton Dover	Controller General State of Delaware	Excused	Jackie Griffith
Brian Maxwell Dover	Director Office of Management & Budget (OMB)	Excused	Dean Stotler
Steven Godowsky Carvel	Secretary Department of Education (DOE)	Excused	David Blowman
Leo E. Strine, Jr. Dover	Chief Justice State of Delaware	Excused	Dale Matthews
Dan Grim Carvel	Chief Technology Officer University of Delaware	Present	
Ed Krupka Dover	Chief Information Officer Burris Logistics	Present	
Glenn Tascione Carvel	Senior Vice President PNC Bank	Present	

Call to Order
Chief Information Officer (CIO), James Collins called the December 13, 2016 TIC meeting to order at approximately 9:04 am.

Welcome
TIC council members attendance was noted, as shown in the above table. Others in attendance included Department of Technology & Information (DTI) Senior Staff and Managers, and employees from other state agencies including the Department of Finance, Office of Management and Budget, and the Attorney General's office.

Approval of Minutes
CIO James Collins asked if all the members received and reviewed the September 27, 2016 TIC meeting minutes and requested a motion to approve them. Ed Krupka made a motion to approve

the minutes, and Jackie Griffith seconded the motion. With no opposition, the motion was carried unanimous.

CIO Update ~ James Collins

Legacy Highlights
CIO Collins highlighted a few of the projects and accomplishments that have contributed to Governor Markell's administrations legacy:

- Broadband
    - o Increased infrastructure across the state especially in Sussex County
    - o There are still challenges in western Kent and Sussex Counties with access and affordability
    - o We have incentivized investments from private companies:
        - Creating competition
        - Comcast is pushing a new program, Comcast essentials providing low cost broadband for qualifying families
    - o Infrastructure has come from Wilmington to Georgetown/Seaford/Lewes
        - It has grown significantly
- Delaware Cyber Security Council
    - o It is a public/private council for sharing information
        - There are members from banking, utilities, and state agencies
    - o The council has formed subcommittees
    - o They created a mission statement
    - o With this council in place there has been an increase in sharing information across these industries
    - o The focus has been small businesses
        - Many small businesses are not giving the right amount of priority to protecting themselves against cyber threats
- First Map
    - o FirstMap is the Delaware's award-winning enterprise Geographic Information System (GIS). This system supports the needs of several agencies that no longer manage their independent GIS systems. FirstMap provides direct public access to online maps and resources as well as data layers that are published on the FirstMap website and Delaware's Open Data Portal.
- Open Data Portal
    - o The launch of the Delaware Open Data Portal represents a major milestone in the Delaware's journey to leverage data as a strategic asset. DTI worked with the Governor Markell's office and the Department of State's Government Information Center (GIC) to create Executive Order (EO) 57 that was signed in January 2016. Prior to EO57 the publicly available information was spread across multiple websites and databases. The result is a formalized process for the new and more robust open data portal and the establishment of the Council to coordinate and facilitate the publishing of public information through a user friendly portal that was launched on October 19th 2016– just over 9 months after the Governor signed the executive order.

- The ability to have open data readily available for consumption by citizens, businesses and innovative technology developers will make Delaware an even better place to live, work and play.
- The open data portal builds on Governor Markell's commitment to creating higher levels of openness and transparency in government.

IT Centralization

Information Technology Centralization (ITC) is critical to the continuing success of evolving from a silo approach to the delivery of citizen centric digital services, cost control and the mitigation of cyber, data and other technological risks. Since the issuance of Executive Order 20 (EO20) in August of 2010, DTI, in partnership with State agencies, has made significant progress in creating efficiencies through the centralization of IT operations, staffing and services to better leverage investments, use data as a strategic asset, adopt shared applications, and renegotiate individual agreements into enterprise-wide software licensing contracts.

- We need to continue ITC in the Executive branch and also expand it statewide to:
  - Create efficiencies
  - Reduce duplicative efforts
  - Generate cost savings
  - Reduce risk
  - Enable more innovation
  - Deliver a consistent digital government experience for Delaware Citizens and visitors
- Agencies and their customers want to access information wherever they are on whatever device they want. We have learned that applications are very 'personal' to organizations and we need to work very closely to understand their priorities. DTI needs to deliver technology in a comprehensive way.

A question was asked regarding how does Cloud First impact security and data centers?

Cloud First was originally about reducing servers, which did bring efficiencies and cost savings. Now we are looking at whether the solution to a business case should be on premises, Software as a Service (SaaS), private cloud, commercial cloud etc. We need to extend this to the other branches. We use Platform as a Service (PaaS) with Salesforce. This allows us to deploy solutions considerably quicker. Security is a major aspect in everything we do but especially cloud initiatives. We thoroughly vet each vendor and require contractual agreement for the State terms and conditions.

CIO Collins noted the numerous achievements and awards given to CSO Elayne Starkey and her team recently.

Major Projects Review~ Bob Rhodes:
Bob Rhodes provided a brief overview of the following Major Projects:
- DHSS Delaware Medicaid Enterprise System (DMES)
  - Anticipated to go live on December 29, 2016.

- DSCYF – FOCUS (Family and Child Tracking System)
- DelDOT/DTC – CAD/AVL Replacement
- DELIS Project
- DSHS DivComm Motorola Tech Refresh 800Mhz
- DHSS – Eligibility Modernization, including HBE (Health Benefit Exchange)
- DOE – Replacement Identity System (EdAccess)
- DelDOT – Virtual Weigh Stations Deployment
- DSHS Statewide New World CAD
- OMB eProcurement Online Portal

Projects that have launched since the last meeting are the DHSS Eligibility Modernization and the Next Generation 911 Intrado. The Next Gen 911 will allow law enforcement to receive 911 information in a modern way with text, pictures, etc. Intrado provides end to end services.

Open Data Update ~ Rhonda Lehman

An update was provided for the Open Data Portal. Governor Markell launched the Open Data Portal and Open Checkbook on October 19, 2016. The portal was the winner of *Delaware Innovation Week*'s 2016, "Dev Product of the Year" award in November.

Since the launch more than 12,000 pages have been viewed and users have access to the new interactive Delaware checkbook, 32 data sets, 50 charts and 38 map layers.

Top datasets:
- State Employee Credit Card Transactions
- Professional and Occupational Licensing
    - Licensure Disciplinary Actions
- Revenue
- State of Delaware Checkbook

Top website referrers:
- Facebook
- delawareonline.com
- Open Checkbook
- delaware.gov
- google.com

Benefits:
- Increases government transparency
- Saves time
- Encourages collaboration
- More informed, involved citizens
- Facilitates data sharing

There have been 19,801 page views of the portal.

The next steps are to continue working with the public and citizen tech groups to grow the portal to provide more value. We are working on strategic planning to aid agencies with initiatives targeting and defining specific new datasets. We also are planning the expansion of the Open Data Council to include additional agencies and to grow the number of datasets methodically. The goal is to make it the place to find information in the state. We need the state to leverage data as a strategic asset.

Security Update ~ Elayne Starkey
Cyber Security Awareness Month Recap:
- Secure Delaware Conference
- Statewide Cyber Security Exercises
- 4th Grade Internet Safety Presentations
- Governor's Cyber Security Advisory Council Meeting
- CISSP Boot Camp
- Information Security Officer Team Meeting
- Lunch & Learn Sessions - DTI
- Weekly Education Emails
- Cyber for Seniors
- Food for Thought- Food Truck Event

DigiKnow website
The DigiKnow website won Best of the Web for 2016, and our website has won five out of the last seven years, including the last three years. Every states cyber websites are judged.

Budget Door Openers –
- We have requested additional funding in our budget request door openers to Office of Management and Budget (OMB) to continue to support our cyber security endeavors. We are looking to get more visibility into the network so we can take a proactive approach instead of being reactive. We have inherited a lot of applications that need updating and scanning. We are also working with the Controller General's Office and OMB to determine if DTI can become self-sustaining fully charge back organization.

Operations Update ~ Parthiban Jayaraman:

Data Center Update
- Assessments: Commissioned to document and identify gaps with the existing power and cooling infrastructure, with the following outcomes:
  - Developed roadmap for improving site to Tier 4, Fault Tolerant classification
  - Capacities, load utilization, redundancy, age, and lifespan assessed
  - Recommendations for additional air management & efficiency improvements
  - Identified areas of risk and SPOFs (single points of failure):
- Next Steps:
  - DTI prioritized key findings and developed an action plan.

        o   DTI is working with vendors to formalize SOWs, generate more accurate cost projections.

Email Modernization

The current email system needs to be refreshed in FY18.We have engaged Gartner to answer the below questions.

- What's the optimal delivery model for the State's email and productivity needs (e.g., on-premises vs. SaaS)?
- What are the primary functional, technical, risk, and cost differentiators across the multiple email and productivity solution options?
- Which vendors and platforms are leaders in this space?
- What are other States and government organizations doing?
- What impacts will any new solution have on my AD, IAM, and Information Security Architecture?

We will share the report with this council once it's completed. Whatever we do it will be a big shift for our current users. We need to ensure that we are taking security into account as well as being visionary and innovated in our decision.
- Burris CIOEd Krupka notified the council that they have Google office suite, and that they have been pleased with the platform and with mail in the cloud in general.

Amazon Web Services (AWS) Cloud Strategy

DTI has entered into an agreement with Day1 Solutions to plot a strategic plan for migration to AWS). Working sessions to define the strategic plan will include:
- Developing a governance framework and control structure
- Identifying people roles and responsibilities to manage Cloud infrastructure
- Creation of a training and development roadmap
- Obtaining an in-depth understanding of the in-scope DTI application portfolio
- Build financial models to compare total cost of ownership and return on investment
- Detailed comparison models for building and running current workloads on-premises versus running on Cloud, including use of existing licenses vs. new purchase licenses
- This will last about 18-20 weeks
- We have IT staff from the agencies that are not in ITC included in this process as well

Policy & Communication Update ~ Mike Hojnicki:

Next Generation Business One Stop
        Phase 1
- Design was completed and business requirements confirmed
- Key focus was on user interface and user experience

        Phase 2
- Statement of Work for implementation has been approved
- Project kickoff is scheduled for January, 2017

        Future

- We plan to link this portal to the Open Data Portal

Broadband Grant
    Phase 1
- Focused on building fiber infrastructure
- $1M Incentive grant resulted in over $30M in private investment and 700 miles of fiber
    Phase 2
- Focused on expanding rural access
- 3 pilot projects to test rural and municipal Wi-Fi options
- Goal to identify a solution that provides reliable cost effective broadband

Public Comment
There were no comments from the public.

The Next Meeting Date is March 14, 2017

Adjournment
With no further business to be conducted, Ed Krupka made the motion to adjourn, and Jackie Griffith seconded the motion. With no opposition, the motion was carried, unanimous. The meeting was adjourned at approximately 10:55 am.

Respectfully submitted,
Ronda Ramsburg